National Defense University

Using QuestionPoint at NDU

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DTIC User's Conference

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Cooperative Digital Reference Service

(CDRS)

Why do it?

Cooperative effort – more coverage by experts

Try new technology – already doing email ref

Provide service to distant patrons

Project worthwhile – purchase QP software

Test chat and other enhanced features

QuestionPoint

Member of local and global components

Local Group = Defense Digital Library Research Service

Currently using email only

Access to Knowledge Base for both components

Defense Digital Library Research Service

Vision

-- to create a true Defense Digital Research Service with participating libraries from all the military services.

--to provide Army community worldwide access to a military reference librarian anytime, anyplace without adding library staff or requiring overtime.

-- to provide Ask A Librarian service via Army Knowledge Online (AKO).

Defense Digital Library Research Service

Participants - 13 Army and 1 Marine Corps library

Individual libraries providing customized QP form for patrons to submit questions to their library

Building a knowledge base that group members can use

Testing DDLRS form functionality on AKO

Contact: William H. Hansen
Bill.Hansen@knox.army.mil

Preparing for Chat

Service goals same as email or walk in?

Who do you serve?

Where to locate chat option?

What information do you need from patrons?

Publicity for new service?

Preparing for Chat

Training Staff

Online sessions from QP

Get practice passwords

Practice with coworkers

Practice with select patrons

Preparing for Chat

Scheduling

Set times for service

Another schedule in addition to staffing ref desk

Choose date to start service

May shift staff in future if demands change

QuestionPoint at DTIC

Virtual Reference
Why QuestionPoint?

Help libraries provide professional referen
service to users anywhere, anytime, throu
collaborative, web-based networks
of libraries.

Virtual Reference Goals

- Deliver reference support to users on the web--Serve patrons where they are.
- Expand Access- Increase visibility
- Increase efficiency and quality
- Statistical reporting and tracking tools
- Forge collaborative partnerships with other libraries and librarians
- Develop digital reference best

Virtual Reference Project Status at DTIC

DTIC-Network Services Division Effort began late 02.

Profile Completed -- have not gone active

Plan to have both Global and Local Networks

- **Databases**
- **-Compiling Question and Answer pairs**
- **–Edited by contributing librarians**
- **–Reviewed and updated regularly**

Staff training

Start out slow

Virtual Reference

Phyllis Levine 703-767-8208

Catheryn Lee 703-767-8274 x3003

Team Leader Reference Section

Helen Sherman 703-767-8219

Trainer Current Awareness